



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: M.L. Denham et al. Attorney Docket No.: 121122

Application No.: 10/668,043 Group Art Unit: 3625

Filed: September 22, 2003 Examiner: --

Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER SERVICE UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

INFORMATION DISCLOSURE STATEMENT

February 12, 2004

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Applicants are aware of the information listed in the attached form that may be material to the prosecution of the above-identified patent application.

1. Copies of the listed patents, publications, and other information are enclosed for the Examiner's use.
2. Pursuant to 37 C.F.R. § 1.97(b), this Information Disclosure Statement is being filed within three months of the filing date of the national application (other than a CPA), within three months of the date of entry of the national stage as set forth in 37 C.F.R. § 1.491 in an international application, before the mailing date of a first Office Action on the merits, or before the mailing date of a first Office Action after the filing of an RCE.

Respectfully submitted,

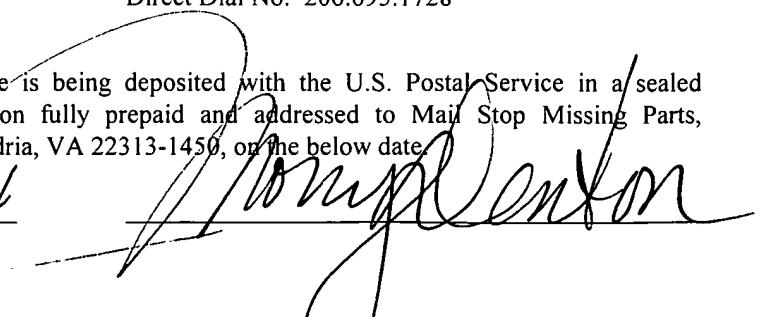
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I hereby certify that this correspondence is being deposited with the U.S. Postal Service in a sealed envelope as first class mail with postage thereon fully prepaid and addressed to Mail Stop Missing Parts, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the below date.

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INFORMATION CITED BY APPLICANTS THAT MAY BE MATERIAL TO THE
PROSECUTION OF THE SUBJECT APPLICATION

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U.S. PATENT DOCUMENTS

*Examiner Cite Initials	Cite No.	Kind Document No.	Date (mm/dd/yyyy)	Name
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NONE

FOREIGN PATENT DOCUMENTS

*Examiner Cite Initial	Cite No.	Kind Document No.	Publication Date (mm/dd/yyyy)	Country	English Provided	Abstract Provided	Translation Provided
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NONE

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Examiner

Date Considered

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